



2015 INDOT CUSTOMER SATISFACTION SURVEY

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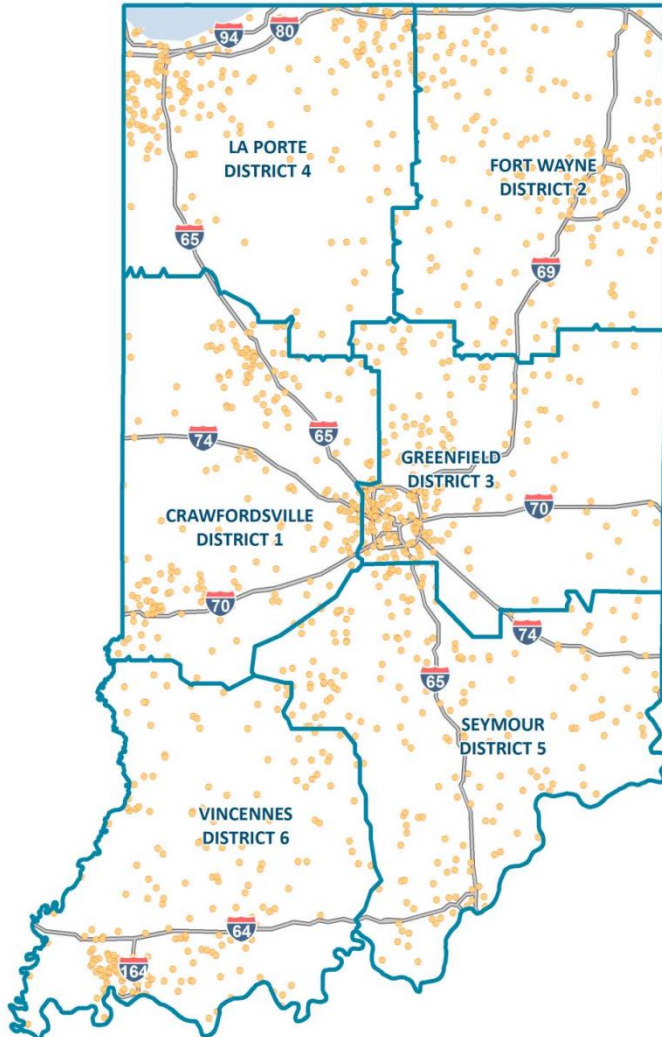
KEY TOPICS



Customer Satisfaction Survey

- Transportation priorities
- Construction management
- Satisfaction with services
- Highway safety
- Current transportation issues

APPROACH & ANALYSIS

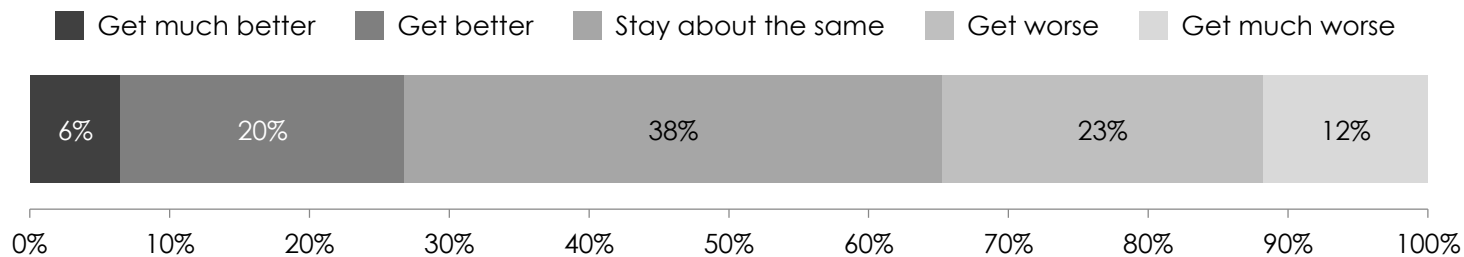


- Telephone/online survey
- 1,200 roadway customers
- 200 customers per district

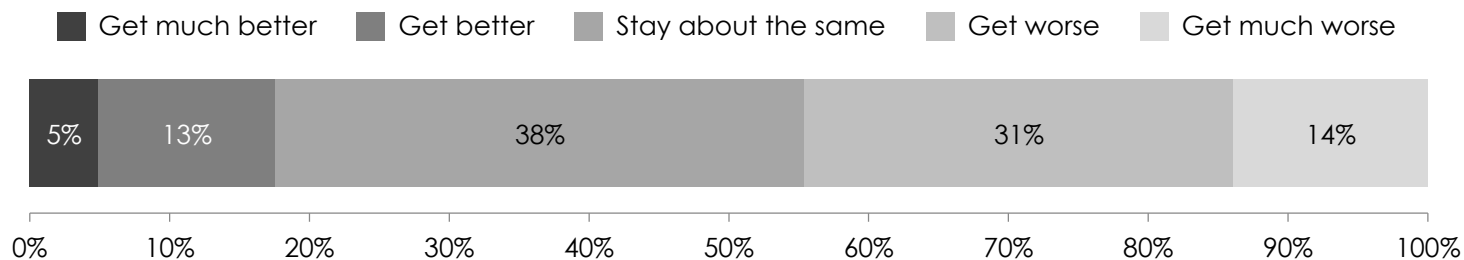
TRANSPORTATION CHANGES

(NEXT 10 YEARS IF FUNDING STAYS THE SAME)

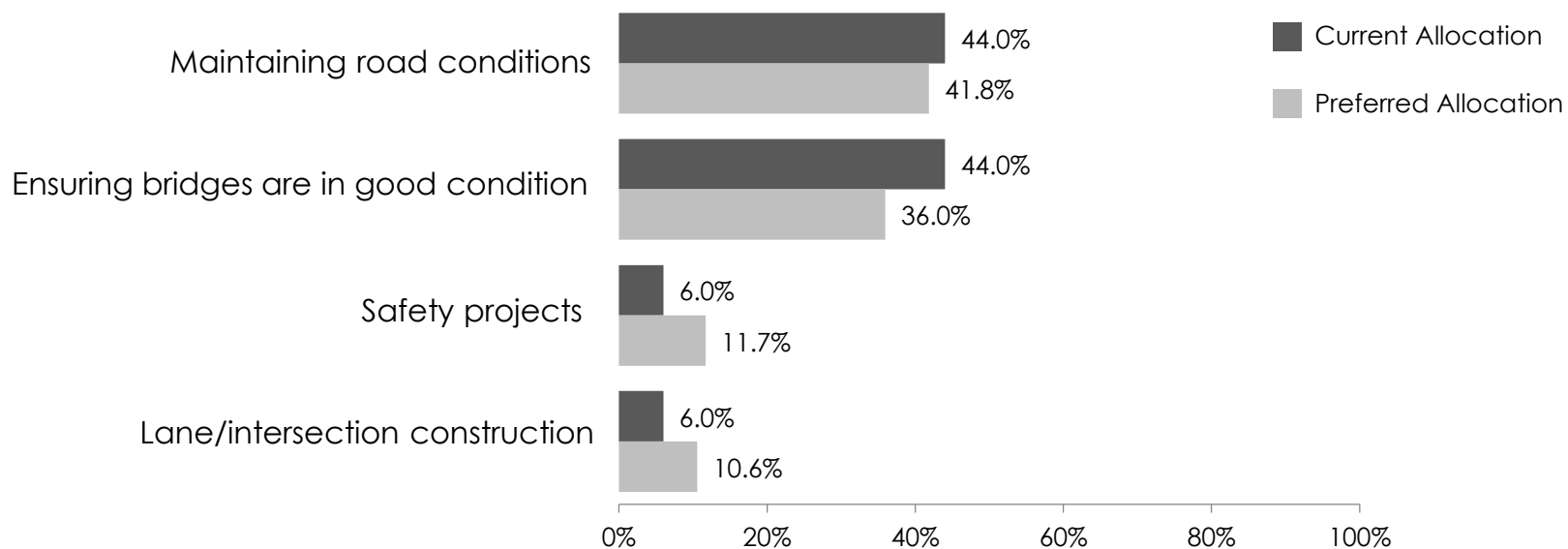
Highway Conditions



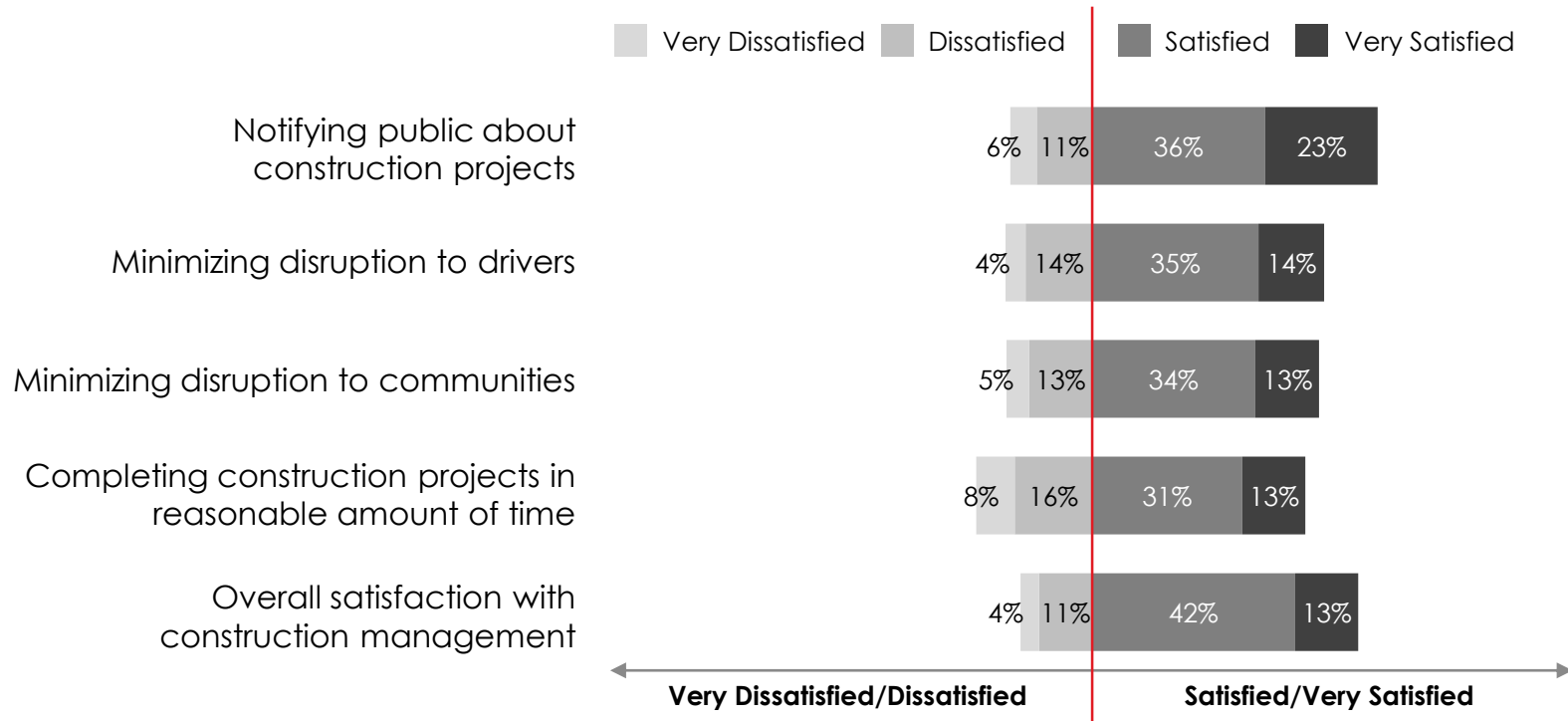
Highway Congestion



FUNDING PRIORITIES

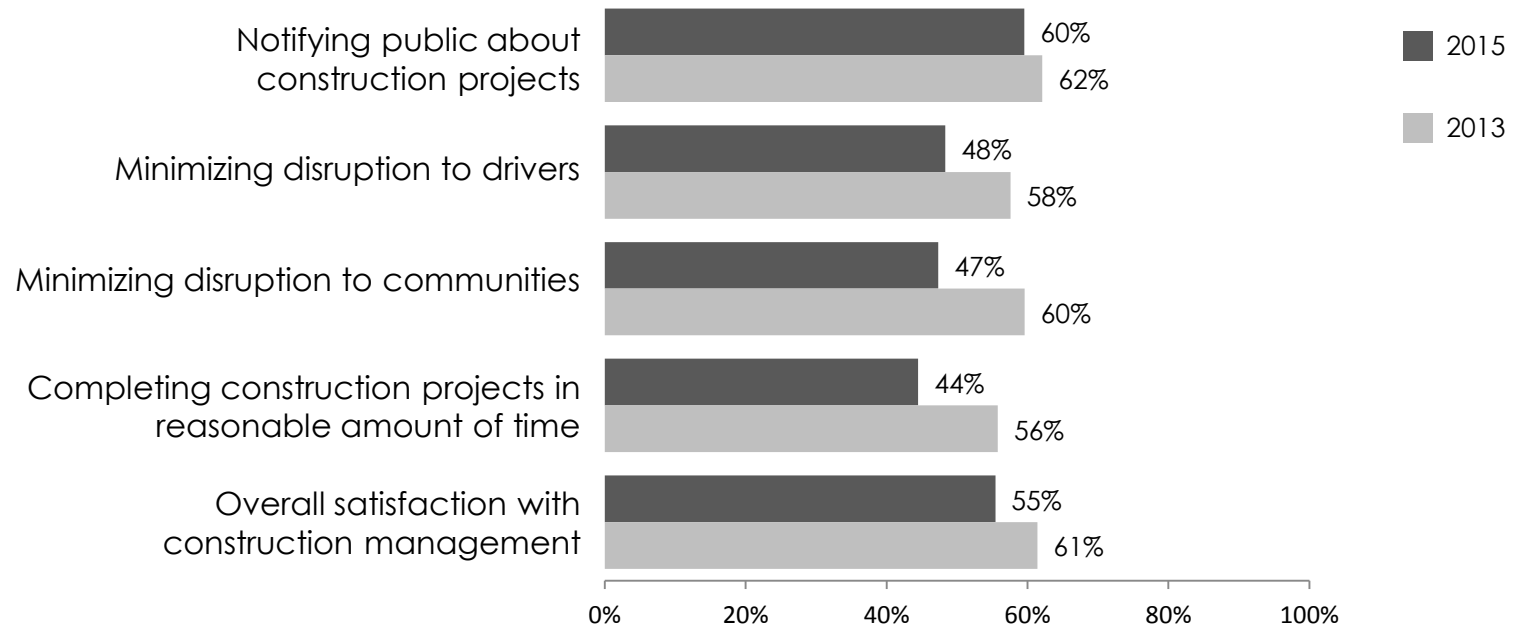


CONSTRUCTION MANAGEMENT

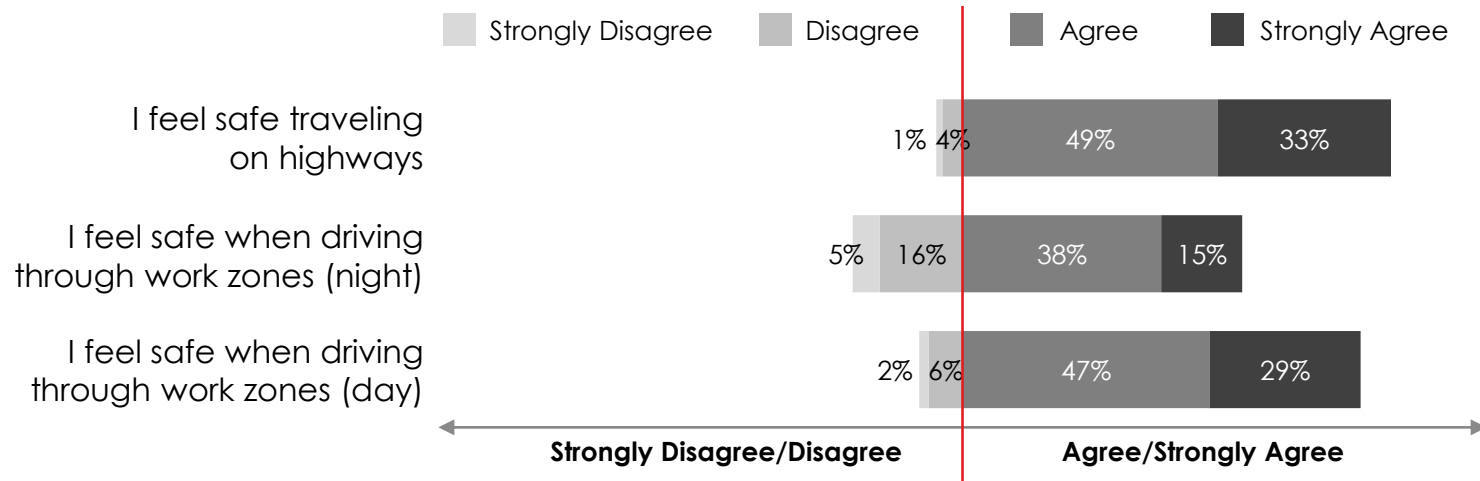


CONSTRUCTION MANAGEMENT

2013 VS. 2015

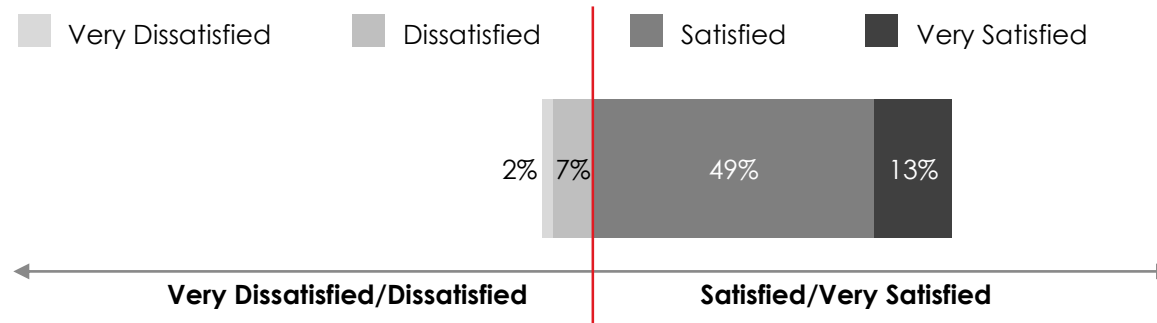


HIGHWAY SAFETY

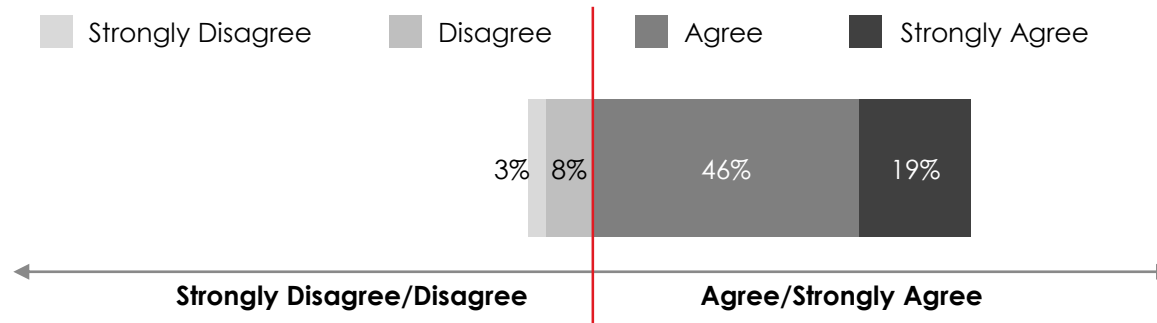


OVERALL IMPRESSIONS

Overall Satisfaction



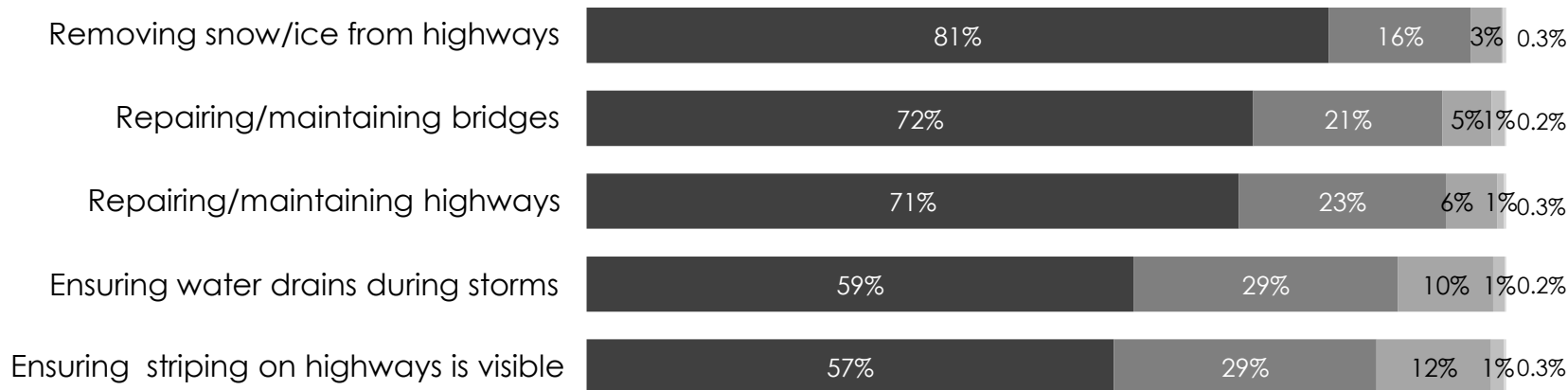
Overall Confidence



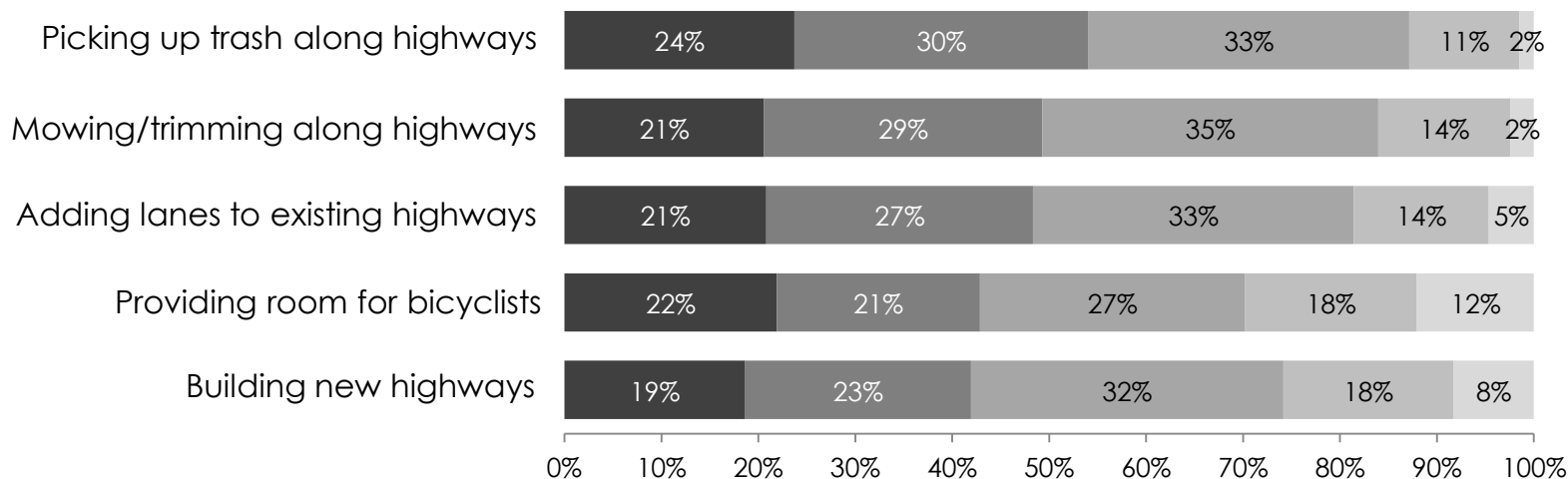
IMPORTANCE OF SERVICES

Most Important

■ Extremely Important ■ Very Important ■ Important
 ■ Less Important ■ Not Important

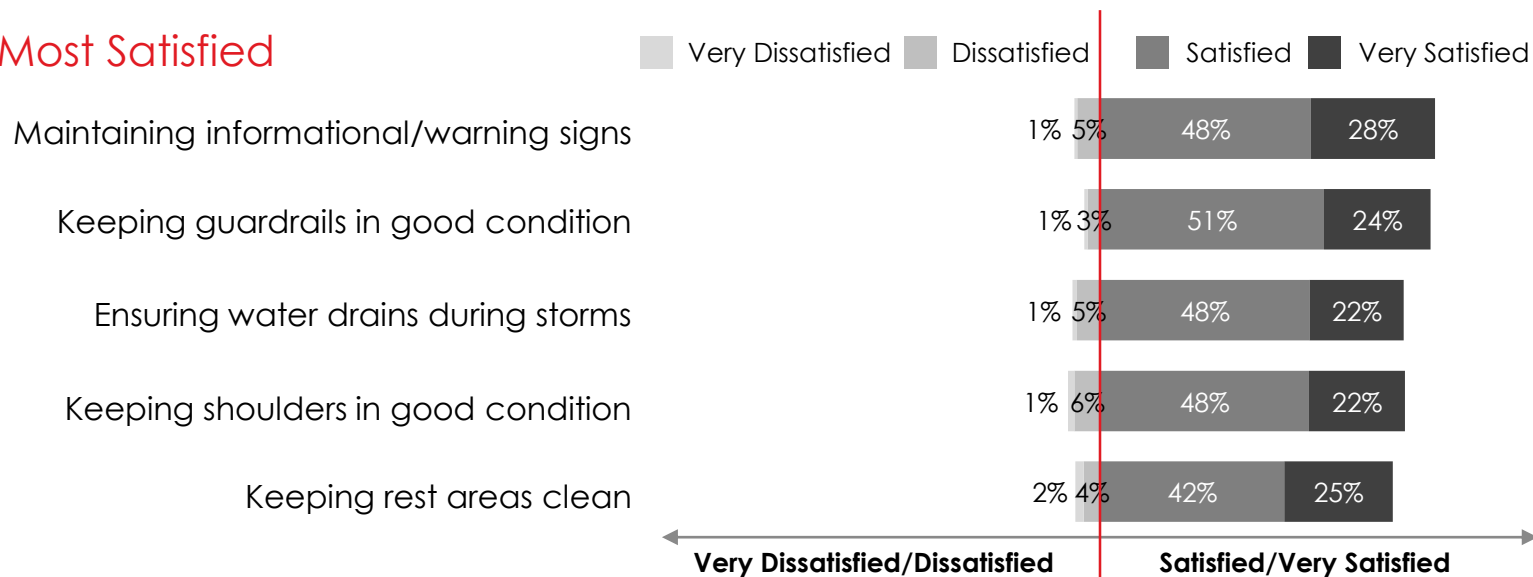


Least Important

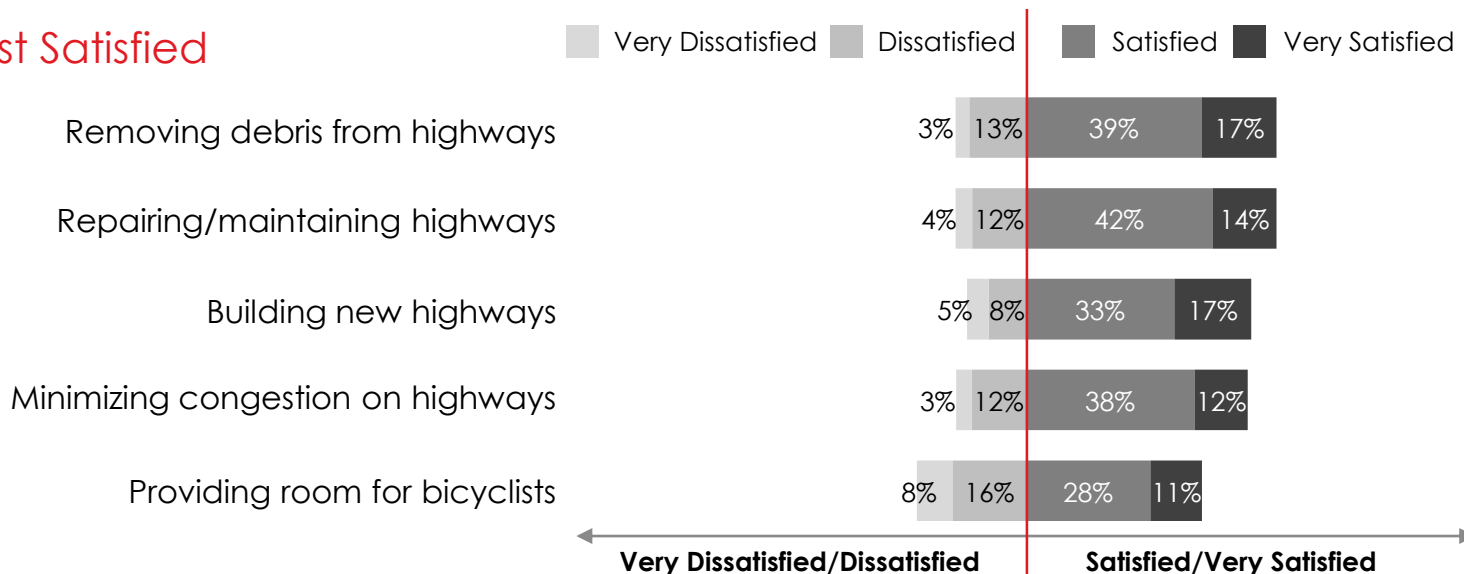


SATISFACTION WITH SERVICES

Most Satisfied



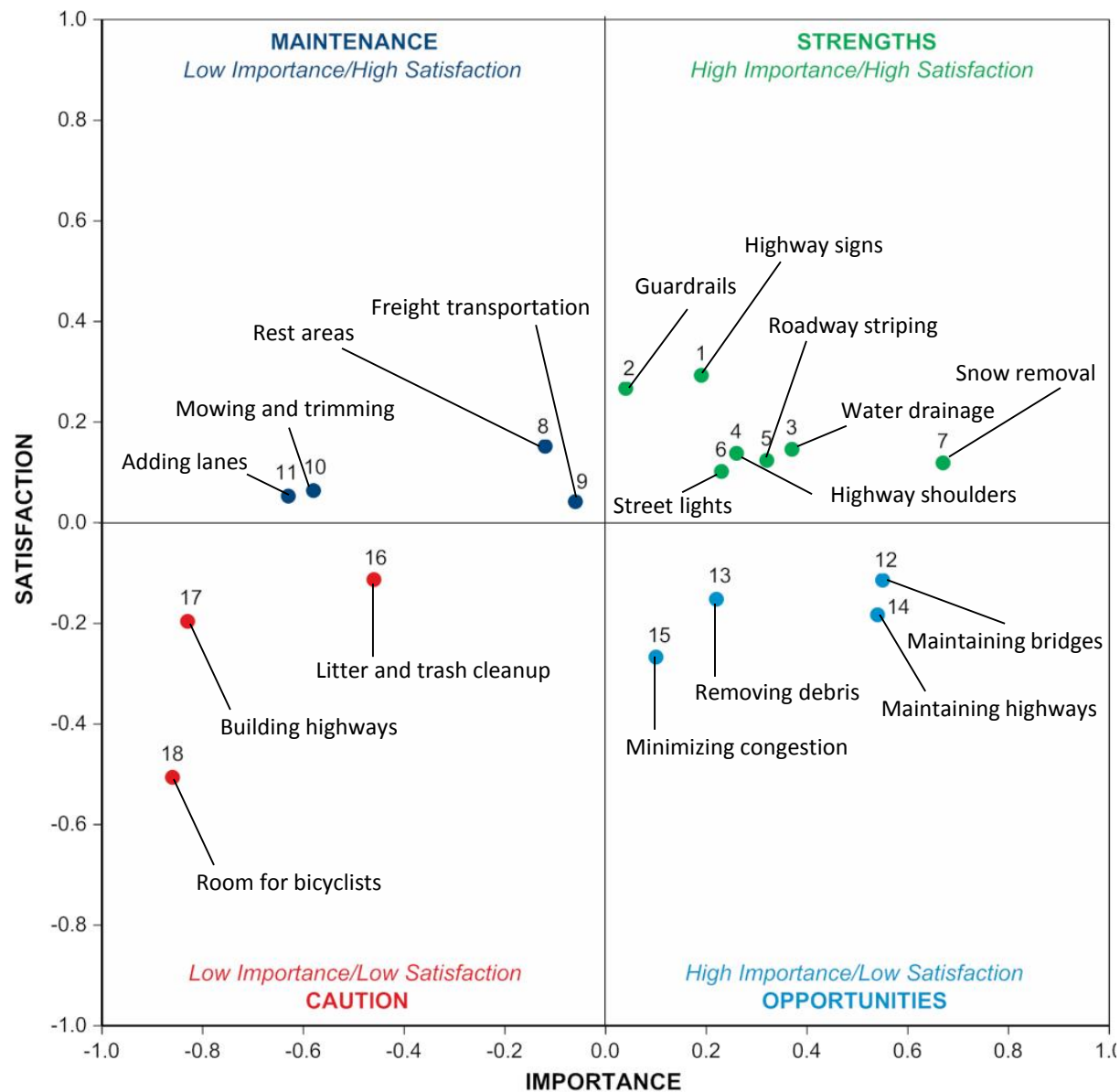
Least Satisfied



SATISFACTION WITH IMPORTANT SERVICES



IMPORTANCE VS. SATISFACTION



SUMMARY AND IMPLICATIONS

- High satisfaction with INDOT overall, consistent across INDOT districts and with 2013 survey
- Moderate satisfaction with INDOT customer service and direct and online communications
- High satisfaction with several important services such as guardrails, snow removal, and signs
- Low satisfaction with several important services such as congestion, debris removal, and repairs
- Lowest satisfaction with construction management including completing projects in a timely manner
- Predictors of overall satisfaction include value from taxes and INDOT's efforts to keep customers informed

QUESTIONS